From: [redacted]
To: [redacted]
Subject: [redacted]
Date: Thursday, March 19, 2026 8:38 PM
Attachments: [redacted]

Your message to jsecoffe@csu.org couldn't be delivered.

jsecoffe wasn't found at csu.org.

Sun, 22 Mar 2026 01:38:38 PM	Office 365	jsecoffe
Recipient address rejected:		User unknown

How to Fix It

The address may be misspelled or may not exist. Try one or more of the following:

- Send the message again following these steps: In Outlook, open this non-delivery report (NDR) and choose **Send Again** from the Report ribbon. In Outlook Web App, open this NDR and select **More**, then **Re-send this message again, click here**. Then delete and resign the entire recipient address. (If prompted to enter an Juan Complete List address, enter the SMTP address, not the display name.)
- **Check** the recipient's address for typos or extra spaces.
- Ask the recipient to confirm by phone, for example, to check that their address exists and is correct.
- Ask the recipient to check their email forwarding to an internet address, ask them to check that any forwarding they've set up is working correctly.
- Ask the recipient to add Juan Complete List in Outlook or Outlook on the web by following the steps in this article: **Troubleshooting a recipient that doesn't receive messages**, and then send the message again.
- If the recipient's address is correct, contact your email admin.

If the problem continues, forward this message to your email admin. If you're an email admin, refer to the **More Info for Email Admins** section below.

Was this helpful? **Send feedback on this message**

More Info for Email Admins

Status code 550 5.4.4:

You error could have the under one a message is an email address typically Office 365 but the address is incorrect or dead mouse of the domain delivery. Check to make sure you haven't misspelled the domain or the person's name, and try resend. If the person still sent the message, it has been sent to **Junk Mail** in their mailbox. Ask the person to check their Junk Mail folder to see if your message is there.

The email address exists and is current - Confirm that the recipient address exists, is current and is accepting messages.

Synchronize your directories - If you have a hybrid environment and are using directory synchronization, ensure that the recipient's email address is spelled correctly in both Office 365 and in your on-premises directory.

Assist forwarding rule - Check for forwarding rule that sent the message as expected. Verify that the recipient's email address is spelled correctly in mailbox forwarding address settings. Or ask the recipient to check their Junk Mail folder.

Recipient has a valid license - Make sure the recipient has an Office 365 license assigned to them. The recipient's mailbox will not exist in Office 365 without a license. Assign a license to the recipient's account, and then resend the message.

Mail flow settings and MX records are not correct - Juan@juancompanies.com has a MX record pointing to Office 365. Review your email mail flow settings. Make sure your MX record is correct. Review your email mail flow connectors. Make sure your connector is not rejecting messages from Office 365. Make sure the MX records for your domain are configured correctly.

For more information and additional tips to fix this error, see **Fixes for common Office 365 for business email delivery errors**.

Original Message Details:

Created Date:	3/21/2026 12:21:46 PM
Sender Address:	lucasray.bliss@[redacted].com
Recipient Address:	jsecoffe@csu.org
Subject:	Sun Complete Spring Jubilee - Dist.[redacted]

Error Details:

Reported error:	**550 5.4.4 RESOLVER.RLY.BadRcpt [BY1PR10MB8170.namprd10.prod.outlook.com] [BY1PR10MB8170.namprd10.prod.outlook.com]**
DSN generated by:	DM6PR06CH340.namprd07.prod.outlook.com

Message Hops

HOP	TIME (UTC)	FROM	TO	WITH	DELAY (HH:MM:SS)
1	3/21/2026 12:21:46 PM		mail.[redacted].com	Submit	00:00:00
2	3/21/2026 12:21:46 PM	mail.[redacted].com [redacted]	BY1PR10MB8170.namprd10.prod.outlook.com	Microsoft SMTP Server (version=TLS1_3, cipher=TLS_AES_256_GCM_SHA384) id=15.20.9158.20 via TCP	0
3	3/21/2026 12:21:46 PM	BY1PR10MB8170.namprd10.prod.outlook.com [redacted]	DM6PR06CH340.namprd07.prod.outlook.com [redacted]	Microsoft SMTP Server (version=TLS1_3, cipher=TLS_AES_256_GCM_SHA384) id=15.20.9158.20 via TCP	0
4	3/21/2026 12:21:46 PM	DM6PR06CH340.namprd07.prod.outlook.com	DM6PR06CH340.namprd07.prod.outlook.com	Microsoft SMTP Server (version=TLS1_3, cipher=TLS_AES_256_GCM_SHA384) id=15.20.9158.20 via mrs[redacted]	0:00

Original Message Headers:


```
{"ARC-Authentication-Results": [{"i=1; mx.microsoft.com 1; spf=none; dmarc=none; dkim=none; arc=none (0)"}],
"ARC-Message-Signature": [{"i=1; a=rsa-sha256; s=arcselector9901; d=microsoft.com; cv=none;
b=Ldqq+Ln+Ln+Ln
```